



Volunteers of America Grows Significantly While Keeping Administrative Costs Low

In the past five years, Volunteers of America has expanded the number and scope of treatment and prevention programs available to the children of Anchorage, Alaska, while holding their administrative costs to a minimum.

"We're proud to be able to maintain a 13% administration to program cost ratio," says Linda Markel, long-time CFO at Volunteers of America. "We live our core values every day in our work and in how we conduct ourselves. One of our core values is stewardship. The help that I get with Arctic Information Technology and our Microsoft Dynamics GP system helps me to be accurate and accountable for the public funds we use."

Volunteers of America receives grants from several sources, each funding organization requiring information in a slightly different format. According to Markel, Microsoft Dynamics GP provides her customized reports meeting everyone's unique requirements—all at her fingertips. She also finds the flexible payroll system invaluable. "We have so many people whose time is split between different grants. Microsoft Dynamics GP makes it easy to account for everyone's time precisely, which saves us a lot of journal entries."

In addition to the many time-saving benefits she gets from her Microsoft Dynamics GP system, Markel places the highest value on her relationship with Arctic Information Technology. Recently, their entire computer network crashed. Arctic IT came to their rescue by lending computers, recovering data, and helping them get up-and-running in the most cost-effective manner possible.

"It was like I had a whole extra team of people working at my agency that cared as much as I do about our mission. They were like a part of us. I've never seen a company that cares so much about their customers as Arctic IT does."

Volunteers of America (www.voak.org) is a national, non-profit, spiritually based organization providing local human service programs and creating opportunities for individual and community involvement. A client of Arctic Information Technology, they have used Microsoft Dynamics GP for non-profit organizations for many years.